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## FACSIMILE TRANSMISSION COVER SHEET

Date: 10/25/05FILE NO. 915-418  
10/019,745

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Attorney Docket No.: 915-418  
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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

First Named Inventor: Kalle Ahmavaara  
Application No.: 10/019,745  
Filing Date (USC §371): May 9, 2002  
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Title: Service Management  
Group Art Unit: 2642  
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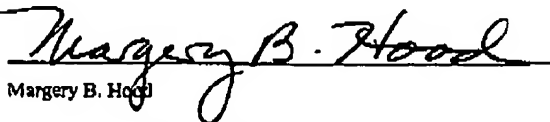
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Alexandria, VA 22313-1450

PROPOSED AMENDMENT IN CLAIMS

This paper is filed in response to the Examiner's phone interview on October 18, 2005.

CERTIFICATION OF FACSIMILE TRANSMISSION

I hereby certify that this paper is being facsimile transmitted to  
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